Consolidated Technologies, Inc.

AVAYA 5410 Digital Phones IP Office

AVAYA 5420 Digital Phones IP Office

1) **Line & Feature Buttons/Display -** to make an external call; dial 9 followed by the number. You may start dialing from the key pad directly. When you start dialing, whether it be internal or external, the speaker will come off-hook.

2) **Message Waiting Light** – the light is located on the upper part of the phone and will turn on every time you have voicemail.

3) **Page Left & Right** – these buttons are used to navigate through different screens that appear on your phone. The 5410 has two main screens and the 5420/5421 has three main screens. Additional feature located through the menu options may require you to use these buttons to scroll through other screens.

4) **Menu Keys** these are the menu buttons that are located underneath your screen. These buttons offer you four options, speed dial, log, options and labels.

5) **Message** – use this button to access your voicemail mailbox. Additionally you may have access to voicemail from outside the office by dialing a number that will be provided during training or you organization administrator.

6) **Hold -** To put a call on hold while you answer another call or perform another task press [Hold]. The hold icon that appears on the Hold button will show up next to held call, providing you a visual indication you have a call on hold.

To answer a new call while active on another

1. Press [Hold].
2. Press the call appearance button of the incoming call. The hold icon that appears on the Hold button will show up next to held call.

Alternatively, when you receive a call while on an active call, press the button next to the line where the call comes in.

To return to the held call

Press the call appearance button of the held call.

Note: If you wish to drop one of the calls press the Drop button to disconnect that call, and then press the button next to the held call. This makes sure that call is disconnected.

7) **Transfer Button**

1. While on a call, press [Transfer] the caller will be put on hold and you will hear dial tone.
2. Dial the number to which the call is to be transferred. *(ringing tone).*
3. Remain on the line and announce the call before pressing [Transfer] again or hang-up.

If you do not wish to announce the call, press [Transfer] once you entered the extension number to complete the call.

Note: If the line is busy or if there is no answer, press [Drop] and return to the held call by pressing the button next to the held call. Otherwise complete the transfer and the call will go to voicemail.

8) **Conference Calls** - up to 5 additional parties.
1. Once you have the first caller press Conference. That caller will be put on hold and you will hear dial tone.
2. Dial the number of the next party and wait for an answer.
3. Once they answer press [conference] again.
4. Repeat Steps 1 through 3 for additional conference connections.
Note: If the additional parties you are adding to your conference call are unavailable press [Drop] and press the button next to the held calls.
To add a call you have put on hold
1**.** With the active call on the line press [Conference] (*dial tone).*
2. Press the call appearance button of the call on hold.
3. Press [Conference] again.
To drop the individuals added to the conference call press [Drop]. Use the **Page left & right** ◄ ► buttons to scroll through the individual numbers you added to the conference. Once you have located that party press [Drop] again.

9) **Drop**
This feature allows you to end your call and receive dial tone and is also used with conference calls.

10) **Redial**
The Redial (or Last Number Dialed) feature automatically redials the last extension or outside number you dialed. You will be provided a list of number of which you can press the button next to the number to call.

11) **Dialing Pad**

12) **Volume Controls**
Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use.

13) **Headset Jack**

14) **Mute**
This button is used for turning off the microphone (handset, headset, or speaker). When the Mute feature is active, the associated light turns on and the person on the other end of the call cannot hear you.

15) **Headset**
This button is used for activating a headset. The light associated with this button turns on when the headset is active.

16) **Speaker**

17) **Exit**
Whenever you are not in your main screen, main screen being where you see a, b, or c, press Exit to return. The Exit button has a door icon.

Personal Speed Dial (*With the **5410** the log holds up to 48 entries in total and with the **5420** up to 100 entries)*
1. From the Home screen, press the [SpDial] button**. If you are using a 5410, press one of the four menu buttons underneath the display to access the [SpDial] button.**
2. Press the [Add] button.
3. Using the dial pad, enter the name. (Up to 13 characters). You may need to press the number key multiple times to get to the correct letter you want.
4. When you are done entering a name, press the button to the left of the Number field. Remember for an outside number enter 9 followed by the way you would normally dial it.
5. When you are done press [Save] and then [Exit]**.**
To make a call using the Speed Dial feature
1. Press the [SpDial] button. **. If you are using a 5410, press one of the four menu buttons underneath the display to access the [SpDial] button.**
2. Press the button next to the number you want to call.

To edit stored speed dial entries
1. Press the [SpDial] button.
2. Press the [Edit] button.
3. Press the button corresponding to the name you want to edit.
Note: Press the feature button to the right of **Insert Mode is** so that you can backspace without erasing characters during text entry.
4. Edit name and/or number, press [Save] and [Exit].

To delete stored speed dial entries
1. From the Home screen, press the [SpDial] button.
2. Press the [Delete] button.
3. Press the button corresponding to the name you want to delete.
Note: As you enter numbers into you speed dial it will arrange the numbers in alphabetic order. You can only use the **Page left & right** to scroll through the numbers. If there are numbers that you are dial more often and wish to have them appear at the beginning of your list, you may put a number in from of it, i.e. 01 CTI.

Call Log *(Up to 48 on the 5410 and up to 100 entries on the 5420).*
1. Press the button underneath Log. **. If you are using a 5410, press on of the four menu buttons underneath the display to access the [SpDial] button.**
   The Options you have are.
   Missed calls
   Answered Calls
   Outgoing Calls
   More
2. Select the list you want to view. You will know which list you are view because you will see an arrow ► next to it.
3. Once you locate the caller id, press the button next to the number to review more information about the call, such as time, date.
4. You now either press the button underneath:
   Call to return the call
   Delete to remove it from your call log
   Save to add the call to you Speed Dial.

****Additional Features****

Bridged Appearance This feature is a copy of one of another User's Call Appearances, it can be used to make or receive calls on behalf of the owner of the Call Appearance.

Intercom This feature allows you to "buzz" through another user's speaker.
1. Press [IAuto]/ [Intercom].
2. Enter the user's extension number followed by the [**#**] sign or press [Done]
4. The other user will hear a tone indicating they are being intercom. However, if the user is currently on a call the phone will ring to user and a regular call.

DND [Do Not Disturb] This feature allows you to send calls directly to VM
1. To activate press [**DND**]. When this feature is activated you will see an arrow ► next to the feature. You will hear a half ring as a reminder when a call comes in and [**DND]** is activated. When you pick-up the handset while [**DND]** is activated you will hear a stuttered dial-tone as another reminder, however you will still be able to make calls.
2. To deactivate press [**DND]** again.

Direct to Voicemail This feature allows you to transfer calls to voicemail without ringing the other user's phone
1. Once you have the caller on the phone press [**Transfer**].
2. Press [**DirectVM**] or [**DVM**].
4. Wait for the announcement instructing you to enter the user's extension number.
3. Press [**Transfer**] right away.

Call user's voicemail directly
1. Pick up handset and press [**DirectVM**] or [**DVM**].
2. Wait for the announcement instructing you to enter the user's extension number.
3. Enter user's extension and leave a message after the tone.

Call Park This feature is a system hold, meaning a call can be put on hold and retrieved from any other extension within the office.
1. Whenever you receive a call and wish to Park it, press [**CPark1**] or [**CPark2**], [**CPark3**].
2. Because you parked the call you will see a diamond shape ◆ next to park slot you selected. Everyone else will see an underline under the parked slot, i.e. **CPark1**.

To retrieve the call from another extension
1. Press the park slot that you were notified to retrieve, i.e. **CPark1**

Call Forward This feature allows you to forward your extension to another extension or an external number. Forwarding extensions to external numbers may vary per organizations based on their policies.
1. Press [**CFwd**].
2. On the bottom of the display enter the number you want to forward your extension. Remember if you are forwarding your extension to an external number enter [9] first.
3. After you have entered the number press the [#] sign or press the button next to [**Done**]. When this feature is activated you will see an arrow ► next to the feature. When you pick-up the handset while [**Cfwd]** is activated you will hear a stuttered dial-tone as another reminder. You will still be able to make calls.

To deactivate Call Forward press [**CFwd**] again.

Note: When you activated [**CFwd**] at a later time, the last number is will be saved. If this is not the number you want to forward you extension to, press the button next the >>> to clear the screen.

Page This feature allows you to either page through an overhead speaker (only if it was requested or existing), or through the telephone set.
1. Press [Page].
2. Make your announcement.
3. Press drop then hang up the handset.